Sentinel

safer
smarter
simpler

Lone Worker Solutions

Updating your Sentinel records

Your Primary Sponsor must approve you as a Lone Worker and update your Sentinel records before you download and use the app.

Downloading the app

After your Primary Sponsor has approved you as a Lone Worker and updated your Sentinel Records, an email will be sent to you. This will include download details, set up details and a unique Server Code. You will need this to activate the Safe Hub app.

Safe Hub app activation

By following the Safe Hub download and set up details you will now be able to use the Safe Hub app when you are working alone.

Safe Hub for Android Smartphone User Guide

Safe Hub is an advanced application that provides emergency, buddy, proactive, reactive, broadcast and virtual barrier support. In an emergency, the app connects lone and remote workers to highly trained operatives at any Alarm Receiving Centre (ARC).

Designed to function seamlessly across all handsets, the app is available for Android, Apple, and Windows smartphones.

The guide explains the purpose and use of each of the major features, along with some frequently asked questions. Please take some time to read the guide thoroughly and become familiar with the features.

Key Features

Red Alert (page 3)

Any time a you feel at risk or in need of support, simply press the Red Alert button to raise an alert and open a two-way call.

You will immediately be connected to an ARC operative. They will have secure access to your personal emergency escalation process and real-time GPS location data.

Yellow Alert (page 3)

You can leave a voice message with task- or location-specific information anytime you enter a potentially hazardous situation. If you then raise a Red Alert, or if you cannot be contacted, your recording will be accessed, providing useful contextual information, which could save valuable time in an emergency.

Safe Check (page 4)

You can set the app to send you a message at pre-set intervals to check that you are OK. If you don't respond within the set period, an alarm is raised at the ARC. This adds a powerful proactive element to working alone.

Worker Down (page 5)

The app uses the handset's motion sensors to detect if you have fallen or are immobile. If not cancelled within a set period, an alarm is raised at the ARC.

Group Alert (page 6)

In an emergency such as a terror alert, natural disaster, or extreme weather – critical alerts can be sent to you as a member of a pre-defined group, or if you are within a given radius from a specific point.

Getting Started

The Safe Hub app for Android smartphones is intuitive and flexible. The following pages will outline the key features and how to use them. Please don't be afraid to try the features. The more you use them the more they will become a normal part of your work.

App Installation

Safe Hub can be downloaded free from the Google Play Store. To install the app:

- Open Google Play and search for Safe Hub'.

To use Google Play you must have a valid Google account on your phone.

If your company has arranged for you to install the app via a website, you will automatically receive an personalised link.

Setup Wizard

The setup wizard will guide you through logging in to the app. You will need:

- Server code.
- Mobile number.
- PIN number.
- You will need to ENABLE NETWORK DATA, this will let the app validate the information you add at each stage of logging in.

Add App Home Screen

Make it easy to find Safe Hub, by adding the app's Touch Icon to your home screen.

The method will depend on your type of phone.

Opening the App

There are several ways to open Safe Hub:

- Selecting it from your list of applications.
- Tap it's touch icon on your home screen.
- Swipe down from the top of the phone's screen and a list of notifications will appear, select LoneWorker Manager Mobile.

A splash page will appear while the app is launching. When the app is running, a notification icon will appear at the top of your phone's display.
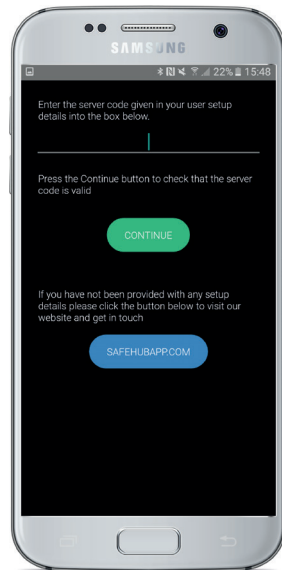
Feature: Alert Calls

The alert call features provides lone and remote workers with rapid assistance when it is needed most.

Yellow Alert

Yellow Alert lets you leave a voice message with task- or location-specific information anytime you enter a potentially hazardous situation. Your message will be recorded along with your GPS location.

If you then raise a Red Alert or cannot be contacted for any reason, your message will be accessed by operatives at the Alarm Receiving Centre (ARC). In an emergency the recording can provide useful contextual information.

Using Yellow Alert

To activate Yellow Alert:

- Select Alert Call tab (bottom of screen).
- Press and briefly hold the HOLD DOWN FOR YELLOW ALERT button.

Note: Leave Yellow Alert messages regularly as part of your daily working practices. These will be used as part of the internal escalation process if you are considered to be at risk.

Useful Information to Leave

Leave as much information as possible that might be useful in the event of an emergency.

- Number where you can be contacted.
- Contact details for colleagues that you are with, or who are close by.
- Time expected to complete task/journey.
- Floor/door number for flat or office.
- Multi-story car park level.

Make sure the details you leave are clear and as specific as possible.

Red Alert

If you feel at risk or in need of support, simply press the Red Alert button. This will immediately connect you with highly trained operatives at the ARC. They will have secure access to your personal profile and real-time GPS location data. The call will be recorded.

The ARC operates 24/7/365 and is approved to BS8484 Gold Standard. This allows the ARC to direct emergency services straight to you, bypassing 999 call centres saving critical time.

Using Red Alert

To activate Red Alert

- Select Alert Call tab (bottom of screen).
- Press and briefly hold the HOLD DOWN FOR RED ALERT button.

GPS location automatically registered.

You will be connected to a highly trained operative at the ARC.

We will begin to record the call.

Locked Screen Activation

Red Alert can be activated without first unlocking the device using the convenience key (right hand side of the device).

- Press the convenience key five times.

Virtual Buddy

Red Alert can also be used to provide a virtual buddy. The ARC operative will stay on the call with you if you feel at risk. For example, if working late at night and you are uncomfortable in your surroundings whilst you make your way to your vehicle.

Recording

The initial seconds of the call will be used for active listening in the event that you cannot speak freely. All calls are recorded and admissible as evidence in a court of law for example in case of a prosecution for assault.
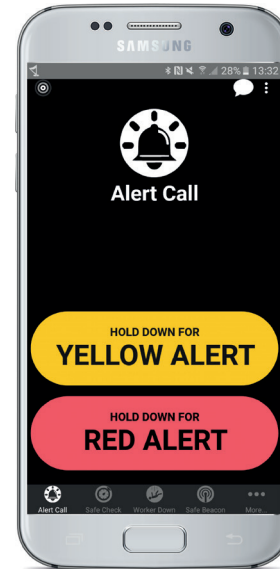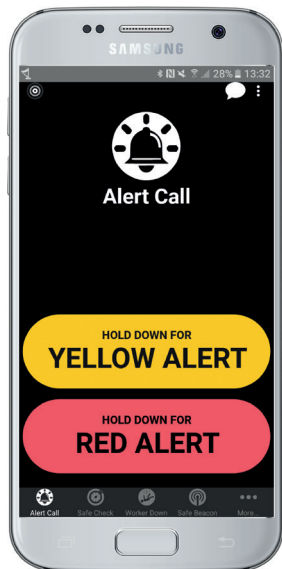
Feature: Safe Check

Safe Check is a periodic welfare 'check-in' system managed by you. You don't need to speak to anyone; you simply confirm your welfare by replying to automated prompts at set time intervals. You can select and amend the intervals whenever needed.

Using Safe Check

To start a Safe Check timer:

- Select SAFE CHECK tab (bottom of screen).
- Press green ENABLE SAFE CHECK button.

A countdown will be displayed showing the period until the end of the current interval.

This is normally set to 60 minutes, but you can change this at any time (see: *Changing the Safe Check interval* on this page).

At any time you can reset Safe Check:

- Type 'OK' in the text field, press the SEND SAFE CHECK CODE button.

The screen will turn back to green and Safe Check will reset and countdown again.

End of Pre-set Interval

When the Safe Check interval ends the app screen will turn yellow, the handset will vibrate and provide audible alerts (dependent on settings). When the screen turns yellow a new countdown is displayed. This is usually set to ten minutes.

- Type in the last 3 digits of your Sentinel number in the text field, press the SEND SAFE CHECK CODE button.

The screen will turn back to green and Safe Check will reset and countdown again.

If You Don't Respond

If you don't respond within the specified time period, the screen will change to red and an alert will be raised.

An ARC operative will call your phone to make sure you are OK. If you don't answer, they will follow the next steps in the escalation procedure, such as contacting a line manager.

- In the event of a false alert just advise the ARC operator to "stand down".

Note: If you receive a call from an ARC operator, confirm that you are OK, and Safe Check will restart as normal.

Changing the Interval

You can extend, shorten or end the Safe Check interval at anytime.

- Type: 'OK NUMBER (of minutes) M'.
- Example: to change the interval from 60 to 15 minutes, you would enter 'OK 15m'.

Note: You can also add additional information such as a postcode to aid location in an emergency.
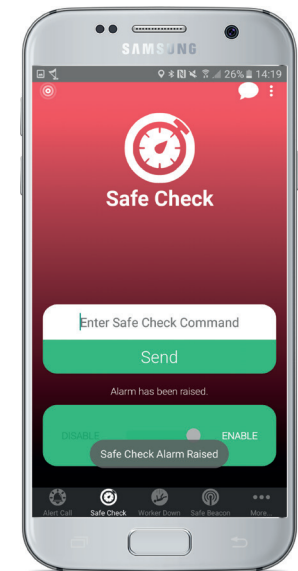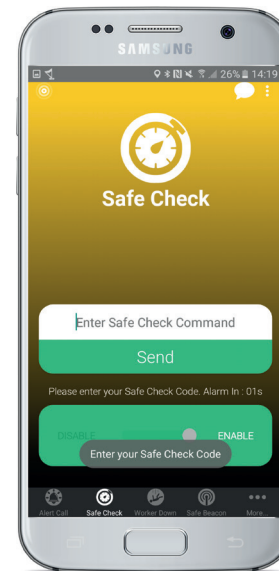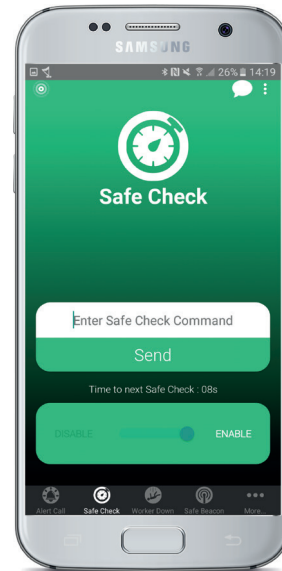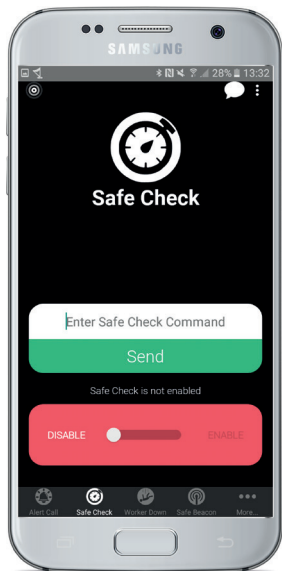
Feature: Worker Down

The Worker Down module for Android can be configured to raise alerts in the event of periods of non-movement or sudden and specific orientation which might indicate a fall or worker incapacity. The features can be customised for each user to most effectively reflect their working practices. This helps to maximise safeguarding and minimise false alerts.

Using Worker Down

To enable Worker Down:

- Select Worker Down tab (bottom of screen).
- Press green ENABLE WORKER DOWN button.

Sudden specific orientation or Non-motion Detected

If the app detects non-motion or sudden and specific orientation outside of the set parameters, the screen will turn yellow, vibrate and provide an audible alert (depending on handset settings).

- To deactivate an alert at anytime press the CANCEL ALERT button.

If You Don't Respond

If you don't respond within the specified time period (usually set to ten minutes), the screen will change to red and an alert will be raised.
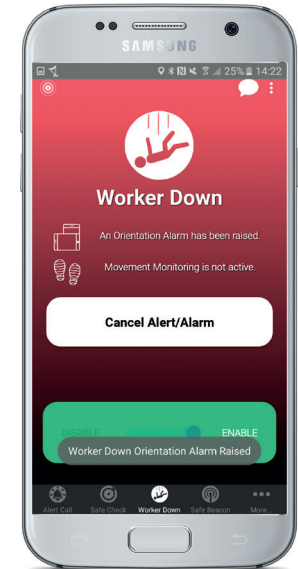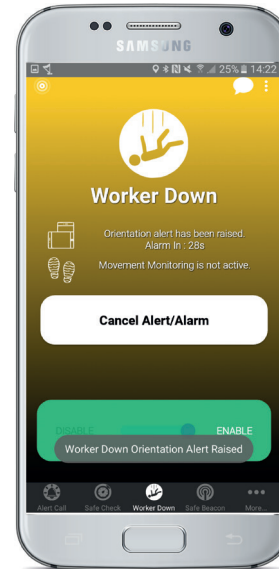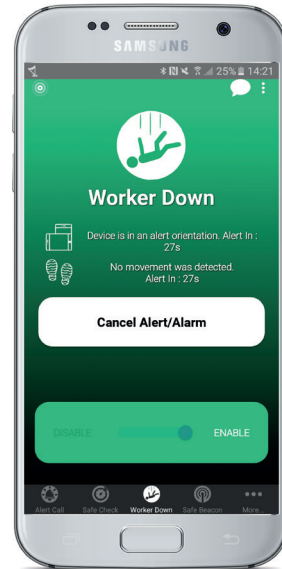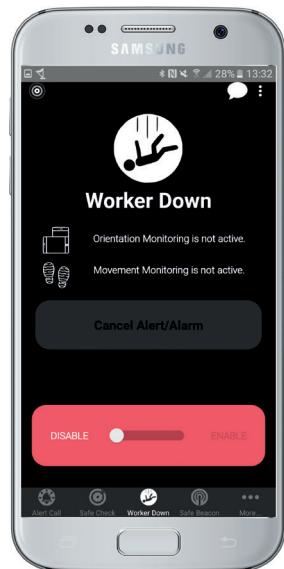
An ARC operative will call your phone to make sure you are OK. If you don't answer, they will follow the next steps in the escalation procedure, such as contacting a line manager.

- In the event of a false alert just advise the ARC operator to "stand down".

Stop Worker Down

The feature can be disabled at any time.

- Press red DISABLE WORKER DOWN button.

Additional Features

Safe Beacon

Safe Hub can receive alerts from bluetooth enabled beacons placed discreetly within buildings or structures.

The aim is to communicate proactive safety warnings, dynamic risk notifications or to ensure H&S policies are known and acknowledged.

To view and acknowledge messages:

- Select Safe Beacon tab (bottom of screen).
- Read the displayed safety warning.
- Press the grey ACKNOWLEDGE SAFE WARNING BEACON button.
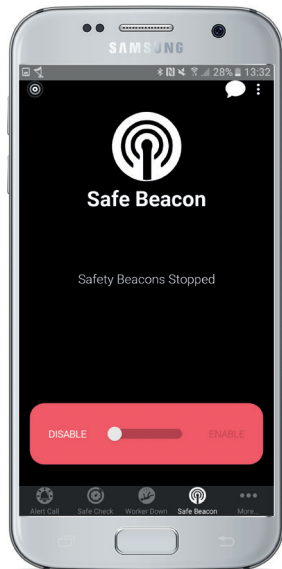
Group Alert

The Group Alert feature is accessed through the message icon in the top right hand corner of the screen. This will be used by managers to send targeted messages directly to workers within specified teams or a specific geographic area. For example if their was a severe weather warning or terror attack underway in an area where workers are present.

If you are sent a Group Alert message your app will sound an inbound message alert (depending on phone settings) and present the message as a notification on your lock screen.

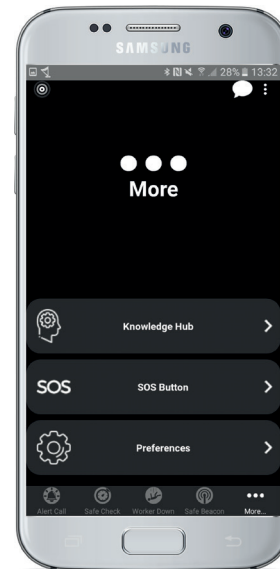- Follow all instructions immediately.
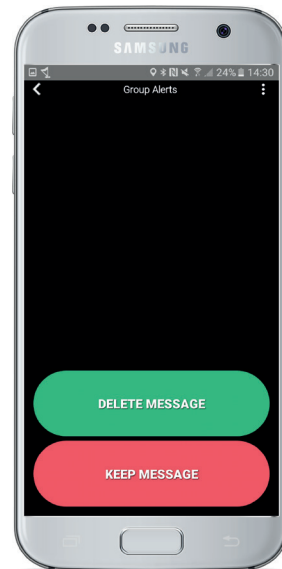
More

At the bottom of the screen select the More tab to view Knowledge Hub (training information), Status and Preferences.

Select the MORE tab (bottom of screen).

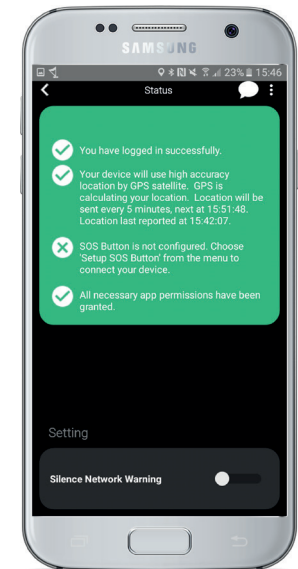- Select the function your require.

Status

The status tab shows you that the app is working.

- Select MORE and then STATUS tab (bottom of screen).

If the screen is green the app is functioning correctly.

- If the screen is red follow on-screen instructions, or contact your line manager who can seek support from your account management team.

FAQ

How should I use Safe Hub?

For maximum benefit, try to use the application features as part of your traditional PPE. For instance, leaving regular Yellow Alert messages and activating the Safe Check and Worker Down modules when undertaking tasks to safeguard you if an accident happens.

Please use the features regularly, this will make them more intuitive.

- In the event of a false alert just advise the ARC operator to "stand down".

Don't worry about false alerts, the ARC operatives are there to support and protect you.

Do I need to use all features at the same time?

No. The app is designed so that the features operate completely independently of each other and can be activated and deactivated to suit your needs.

Example: you could deactivate Safe Check because you are about to undertake a car journey of unknown duration, but leave Worker Down active in case there is an accident.

What do I do in areas with a poor mobile signal?

Like any mobile application you will only be able to use the app effectively when you have a mobile signal. However some simple measures can still provide a high degree of lone working protection.

Here are some tips on what you can do if you are about to enter an area where you know that the signal might be weak, (for example, a rural area or a working area below ground).

- Leave a Yellow Alert with information about your situation (see page 3).
- Activate Safe Check. Set the time period for slightly longer than you expect to be outside of mobile signal (see page 4).

Then if you have an accident in an area without a mobile signal, the Safe Check period will elapse and an alert will be raised. We can then use the Yellow Alert details to ascertain your likely whereabouts.

What do I do if my battery is running low?

Firstly, please try to ensure that your phone has sufficient battery at all times. However we know that sometimes it is unavoidable for the battery to run down.

Here are some tips on what to do if your battery is running low.

- Close all apps such as email, text, social media, news etc. These increase battery usage if they are open.
- Deactivate all active Safe Check and Worker Down modules that may be running.
- Leave an Yellow Alert message. Stating that you are low on battery, and your intended movements. Provide a secondary number you can be contacted on in the event of emergency if possible.

Portable battery chargers can be purchased for Apple devices.